



THE COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF PUBLIC UTILITIES

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July 2, 2010

Lisa Burkarth, Manager Customer Advocacy
Western Massachusetts Electric Company
P.O. Box 270
Hartford, CT 06141-0270

RE: Termination of Electric Service to Customers with Serious Medical Conditions

Dear Ms. Burkarth:

I am writing to request that effective immediately, your electric distribution company notifies the Department of Public Utilities' ("Department's") Consumer Division when it intends to initiate the termination process for an account that has or had "medical protection status" pursuant to 220 C.M.R. § 25.03 (1)(a)1. For example, if the medical certification for a protected account has expired and the company intends to send termination notices, then the company should notify the Consumer Division. The notice should be written, provide the name, address and telephone number of the customer, and include a brief statement of pertinent details. The notification should be sent electronically to Elizabeth.cellucci@state.ma.us and Beverly.moraldo@state.ma.us.

In light of the recent death of an electric customer in New Hampshire, the Department will informally review each electric company's policies and procedures with respect to customers with serious medical conditions. Please provide brief answers to the questions on Attachment A, with supporting documentation, if necessary, by July 19, 2010. The Department will use this information as the basis for discussion at a Technical Session

scheduled for July 27, 2010. The goal of the Technical Session is discussing the challenges and best practices concerning “medical protection” customers with accounts in arrears.

The Department invites your participation in the Technical Session to be held on July 27, 2010, 10 A.M. at One South Station.

Please provide one hard copy of your responses to the attached questions to Elizabeth Cellucci, Department of Public Utilities, One South Station, Boston, MA 02110, as well as one electronic copy to Elizabeth.cellucci@state.ma.us.

Should you have any questions about providing notification to the Department of a service termination or regarding the Technical Session, please contact me directly at 617-305-3610, or via e-mail to the address above.

Sincerely,

/s/

Elizabeth Cellucci, Esq.
Director, Consumer and External Affairs

Att.

Cc: Stephen Klionsky
Donald Bishop

ATTACHMENT A

1. How does the Company define and distinguish between (a) Life Support Customers (LSCs) and (b) customers with a "serious medical condition" whose accounts are protected from termination for non-payment, pursuant to 220 C.M.R. § 25.03 (1)(a)1 ?
2. Does the Company have an established process for maintaining a complete, accurate and current list of accounts protected pursuant to 220 CMR § 25.03 (1) (a) 1? Please describe the process.
3. Does the Company have an established process for maintaining a complete, accurate and current list of Life Support Customers (LSCs), as defined in 220 C.M.R. § 19. 02? Please describe the process.
4. If the Company serves jurisdictions other than Massachusetts, do regulatory requirements for medical protection and LSC accounts differ from those in Massachusetts? If so, please specify the jurisdictions and any difference in such requirements. Do any such differences create a difficulty for the Company?
5. Please describe and discuss the circumstances, if any, under which the Company would terminate service to a LSC for the customer's failure to pay a bill or an account balance.
6. Please describe and discuss under what circumstances the Company would terminate service to a medical protection account for the customer's failure to pay a bill or an account balance.